

REQUEST FOR COUNCIL ACTION CITY OF SAN DIEGO				CERTIFICATE NUMBER (FOR COMPTROLLER'S USE ONLY)	
TO: CITY COUNCIL		FROM (ORIGINATING DEPARTMENT): Dept of Information Technology		DATE: 11/06/2013	
SUBJECT: Status of contract with Sprint Solutions, Inc.					
PRIMARY CONTACT (NAME, PHONE): Jeff Leveroni,(619) 533-3667			SECONDARY CONTACT (NAME, PHONE): ,		
COMPLETE FOR ACCOUNTING PURPOSES					
FUND					
DEPT / FUNCTIONAL AREA					
ORG / COST CENTER					
OBJECT / GENERAL LEDGER ACCT					
JOB / WBS OR INTERNAL ORDER					
C.I.P./CAPITAL PROJECT No.					
AMOUNT	0.00	0.00	0.00	0.00	0.00
FUND					
DEPT / FUNCTIONAL AREA					
ORG / COST CENTER					
OBJECT / GENERAL LEDGER ACCT					
JOB / WBS OR INTERNAL ORDER					
C.I.P./CAPITAL PROJECT No.					
AMOUNT	0.00	0.00	0.00	0.00	0.00
COST SUMMARY (IF APPLICABLE):					
ROUTING AND APPROVALS					
CONTRIBUTORS/REVIEWERS:		APPROVING AUTHORITY	APPROVAL SIGNATURE	DATE SIGNED	
Liaison Office		ORIG DEPT.	Leveroni, Jeffrey	11/7/2013	
		CFO			
		DEPUTY CHIEF			
		COO			
		CITY ATTORNEY			
		COUNCIL PRESIDENTS OFFICE			
PREPARATION OF:	<input type="checkbox"/> RESOLUTIONS	<input type="checkbox"/> ORDINANCE(S)	<input type="checkbox"/> AGREEMENT(S)	<input type="checkbox"/> DEED(S)	
This is an information only item					
STAFF RECOMMENDATIONS: This is an information only item					
SPECIAL CONDITIONS (REFER TO A.R. 3.20 FOR INFORMATION ON COMPLETING THIS SECTION)					
COUNCIL DISTRICT(S):					

COMMUNITY AREA(S):	
ENVIRONMENTAL IMPACT:	
CITY CLERK INSTRUCTIONS:	

**COUNCIL ACTION
EXECUTIVE SUMMARY SHEET
CITY OF SAN DIEGO**

DATE: 11/06/2013

ORIGINATING DEPARTMENT: Dept of Information Technology

SUBJECT: Status of contract with Sprint Solutions, Inc.

COUNCIL DISTRICT(S):

CONTACT/PHONE NUMBER: Jeff Leveroni/(619) 533-3667

DESCRIPTIVE SUMMARY OF ITEM:

The Department of Information Technology will be providing an informational update regarding the status of the contract with Sprint Solutions, Inc (Sprint). The update will include the status of Sprint's progress against deliverables targeted to improve voice and data services for public safety, as well as the recommended ongoing strategy for utilizing Sprint services.

STAFF RECOMMENDATION:

This is an information only item

EXECUTIVE SUMMARY OF ITEM BACKGROUND:

The City of San Diego entered into an agreement with Sprint in October 2011, to provide the City with wireless goods and services(Agreement). The Agreement was approved by Council for a term of two years, with three one-year options. The Resolution authorizing the Agreement requires City Council approval for each option term. The agreement provides for cellular voice and data services to City departments. Public Safety departments use cellular services to send data wirelessly to Police or Fire vehicle computers, and other City operations require the use of cellular devices to coordinate field staff. The City currently uses over 6,200 cellular devices as part of the Sprint agreement, 4,300 of which are in the General Fund. These devices include approximately 1,400 cell phones, 1,100 PDAs, 1,800 Air Cards/Data Modems and 1,900 GPS Modems.

A staff recommendation to exercise the first of three one-year options was heard at the Budget and Finance Committee meeting on October 2, 2013. Based on specific service issues that affect SDPD data modem connectivity at the Northern/Southern stations and the impact of Sprint network upgrades on data connectivity throughout the City, the committee recommended moving the item to full Council for approval to amend the contract to replace the one-year option on a temporary basis with a month-to-month renewal until additional analysis is accomplished, and with the results presented to Budget and Finance Committee.

On October 28, 2013, City Council authorized execution of the amendment to the Agreement with Sprint Solutions, Inc. The Department of Information Technology committed to monthly reporting to the Budget and Finance Committee on Sprint's progress against deliverables targeted to improve voice and data services for public safety while the Agreement is on a month-to-month basis.

FISCAL CONSIDERATIONS:N/A

EQUAL OPPORTUNITY CONTRACTING INFORMATION (IF APPLICABLE):N/A

PREVIOUS COUNCIL and/or COMMITTEE ACTION (describe any changes made to the item from what was presented at committee):Previous Council Action approved the original agreement on October, 17, 2011 (R-307036). The Budget and Finance Committee, at the October 2, 2013 meeting, requested that the one-year option be changed to a month-to-month term until the items described in the Item Summary are addressed. On October 28, 2013, the Council authorized execution of an Amendment to the Agreement which changed the term of the Agreement to a month-to-month term during the initial one-year option period while the list of deliverables targeted to improve voice and data services for public safety are addressed. On October 30, 2013, the IBA presented a report to the Budget and Finance Committee on this matter.

COMMUNITY PARTICIPATION AND PUBLIC OUTREACH EFFORTS:N/A

KEY STAKEHOLDERS AND PROJECTED IMPACTS:This contract supports cellular voice and data services citywide.

Leveroni, Jeffrey
Originating Department

Deputy Chief/Chief Operating Officer



City of San Diego

Department of IT

Communications Division



THE CITY OF
SAN DIEGO
♦
CALIFORNIA

*Status of contract with
Sprint Solutions, Inc.*

Budget & Finance
Briefing



Background

- On October 28, 2013, City Council authorized execution of the amendment to the Agreement with Sprint Solutions, Inc.
- Department of Information Technology committed to monthly reporting to the Budget and Finance Committee on Sprint's progress against deliverables.



Status of Issues

- Sprint Hardware upgrades to cell towers
 - Northern area construction completed 11/5/2013
 - Southern area construction completed 10/26/2013
- Sprint Communication Processes
 - Quality of the service outage maps is improved
 - Challenge is the number of changes occurring through May 2014
- Service Enhancement – NetMotion software
 - Detailed project planning completed
 - Installation and testing to begin in November



Voice Performance Metrics

- Citywide Voice Quality of Service Metrics – Police
 - Block Rate: 1.21% / 0.97% (Sept / Oct)
 - Drop Rate: 1.98% / 1.91% (Sept / Oct)
- Citywide Voice Quality of Service Metrics – Fire
 - Block Rate: 1.17% / 1.92% (Sept / Oct)
 - Drop Rate: 1.00% / 1.92% (Sept / Oct)



Data Performance Metrics

- Northern Station Data Quality of Service Metrics – Police
 - Block Rate: 2.01% / tbd (Pre-construction / Post-construction)
 - Drop Rate: 3.86% / tbd (Pre-construction / Post-construction)
- Southern Station Data Quality of Service Metrics – Police
 - Block Rate: 3.00% / 3.51% (Pre-construction / Post-construction)
 - Drop Rate: 6.18% / 4.78% (Pre-construction / Post-construction)
- Southern Station Data Quality of Service Metrics – Fire
 - Block Rate: 0.14% / 0.29% (Pre-construction / Post-construction)
 - Drop Rate: 0.01% / 0.06% (Pre-construction / Post-construction)



SDPD Update

- Data Modem testing with alternative carrier
- Operational impact/timing of switching carriers
- Costs to be projected as Service Requirements are scoped and a Transition Plan is completed



Marketing Partnership

- Sprint has agreed to a month to month sponsorship payment schedule
- CAO is reviewing to see if this new payment schedule and subsequent amendment would need Committee/Council approval
- Sponsorship payment will likely be prorated on number of devices on a month to month basis.



Recommendations

- SDPD to use alternative wireless solutions based on operationally defined requirements
- Continue Month-to-Month with Sprint as primary provider of voice/data wireless services
- Monthly reports to continue at Budget & Finance to track progress against commitments
- Review progress in Q1, 2014 for potential to transition back to annual agreement